

Affirmative Action Plan for the Recruitment, Hiring, Advancement, and Retention of Persons with Disabilities

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Affirmative Action Plan for the Recruitment, Hiring, Advancement, and Retention of Persons with Disabilities

To capture agencies' affirmative action plan for persons with disabilities (PWD) and persons with targeted disabilities (PWTD), EEOC regulations (29 C.F.R. § 1614.203(e)) and MD-715 require agencies to describe how their affirmative action plan will improve the recruitment, hiring, advancement, and retention of applicants and employees with disabilities.

Section I: Efforts to Reach Regulatory Goals

EEOC regulations (29 C.F.R. § 1614.203(d)(7)) require agencies to establish specific numerical goals for increasing the participation of persons with reportable and targeted disabilities in the federal government.

1. Using the goal of 12% as the benchmark, does your agency have a trigger involving PWD by grade level cluster in the permanent workforce? If "yes", describe the trigger(s) in the text box.

a. Cluster GS-1 to GS-10 (PWD)

Answer: No

b. Cluster GS-11 to SES (PWD)

Answer: No

N/A

* For GS employees, please use two clusters: GS-1 to GS-10 and GS-11 to SES, as set forth in 29 C.F.R. § 1614.203(d)(7). For all other pay plans, please use the approximate grade clusters that are above or below GS-11 Step 1 in the Washington, DC metropolitan region.

2. Using the goal of 2% as the benchmark, does your agency have a trigger involving PWTD by grade level cluster in the permanent workforce? If "yes", describe the trigger(s) in the text box.

a. Cluster GS-1 to GS-10 (PWTD)

Answer: No

b. Cluster GS-11 to SES (PWTD)

Answer: No

N/A

3. Describe how the agency has communicated the numerical goals to the hiring managers and/or recruiters.

Over FY17, the Office of Civil Rights (S/OCR) worked closely with colleagues in HR to analyze disability data according to the newly published regulation under Section 501 of the Rehabilitation Act. See 29 C.F.R. § 1614.203(d)(6). Our data is not yet cleared for publication to hiring managers and recruiters because it is pending validation of data sources to comply with the new Section 501 regulations. See 29 C.F.R. § 1614.203(d)(6)(iii).

Due to the Presidential Memorandum (and subsequent Department's restriction on most hiring, internal transfers, and competitive promotions,), the Department refocused its efforts on resurveying employees and educating them on the changes to the SF-256 to encourage them to self-identify. The Department sent out notifications to all employees informing them about the changes to the form with detailed

instructions on how to update disability information in the online personnel system. The numerical goals were not specifically mentioned in these messages. When the Department ends the restricted hiring process, S/OCR plans to communicate the numerical goals to all employees via Department-wide notifications. The Selective Placement Program Coordinator (SPPC) will provide training on hiring authorities that take disability into account to hiring managers in various formats and venues. The HR Recruitment Office designated a coordinator for disability recruitment as explained in the 501 plan, and there is a strong effort to incorporate disability recruitment into the Diplomats in Residence program that reaches out to universities and colleges across the country.

Section II: Model Disability Program

Pursuant to 29 C.F.R. § 1614.203(d)(1), agencies must ensure sufficient staff, training and resources to recruit and hire persons with disabilities and persons with targeted disabilities, administer the reasonable accommodation program and special emphasis program, and oversee any other disability hiring and advancement program the agency has in place.

A. PLAN TO PROVIDE SUFFICIENT & COMPETENT STAFFING FOR DISABILITY PROGRAM

1. Has the agency designated sufficient qualified personnel to implement its disability program during the reporting period? If “no”, describe the agency’s plan to improve the staffing for the upcoming year.

Answer: No

No. The Office of Accessibility & Accommodations (OAA) does not have sufficient staff to implement its disability program. OAA has been unable to fill three key FTE vacancies. Additionally, OAA requested, but did not receive, additional FTE and contract personnel in January 2017. OAA has relied on other staff, including personnel within other divisions of OAA (as collateral duty), in an attempt to ensure that reasonable accommodation requests, facility access/emergency egress issues, and technological barriers are addressed in a timely manner.

2. Identify all staff responsible for implementing the agency’s disability employment program by the office, staff employment status, and responsible official.

Disability Program Task	# of FTE Staff by Employment Status			Responsible Official (Name, Title, Office, Email)
	Full Time	Part Time	Collateral Duty	
Processing applications from PWD and PWTD	1	0	0	Sara Mahoney, Selective Placement Program Manager, HR/OAA, MahoneySK@state.gov
Answering questions from the public about hiring authorities that take disability into account	1	0	0	Sara Mahoney, Selective Placement Program Manager, HR/OAA, MahoneySK@state.gov
Processing reasonable accommodation requests from applicants and employees	4	0	0	Patricia Pittarelli, Disability and Reasonable Accommodation Division Chief, (HR/OAA/DRAD) PittarelliPM@state.gov

Disability Program Task	# of FTE Staff by Employment Status			Responsible Official (Name, Title, Office, Email)
	Full Time	Part Time	Collateral Duty	
Section 508 Compliance	1	0	0	Norman Robinson, Section 508 Program Manager, Office of Accessibility & Accommodations, Accessibility Division (HR/OAA/AD), RobinsonN@state.gov
Special Emphasis Program for PWD and PWTD	1	0	0	Andrea Walton, Equal Employment Opportunity Specialist, S/OCR, WaltonA@state.gov

3. Has the agency provided disability program staff with sufficient training to carry out their responsibilities during the reporting period? If “yes”, describe the training(s) that disability program staff have received. If “no”, describe the training(s) planned for the upcoming year.

Answer: Yes

Yes. Staff within OAA have participated in a number of trainings and working groups throughout the past year. Such training and working group opportunities included the NELI Conference; FEED Interagency Working Group meetings coordinated by EEOC, DOL, and OPM and a site visit to CAP. OAA hosted an information session by the Access Board on the Architectural Barriers Act; RA Analysts were briefed by the Board of Examiners to learn about the Foreign Service Officer testing process; 508 training; JAN Webinars; and a Teleconference on Performance, Conduct, and the Rehabilitation Act.

B. PLAN TO ENSURE SUFFICIENT FUNDING FOR THE DISABILITY PROGRAM

Has the agency provided sufficient funding and other resources to successfully implement the disability program during the reporting period? If “no”, describe the agency’s plan to ensure all aspects of the disability program have sufficient funding and other resources.

Answer: Yes

Yes. OAA currently has the resources necessary to provide reasonable accommodations, which is centrally funded. During FY 2017, due to the restricted hiring environment, HR/OAA reprioritized RA related tasks among available personnel.

Section III: Program Deficiencies in the Disability Program

In Part G of its FY 2017 MD-715 report, the agency identified the following program deficiencies involving its disability program:

Program Deficiencies	Agency Comments
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Program Deficiencies	Agency Comments
Are 90% of accommodation requests processed within the frame set forth in the agency procedures for reasonable accommodation?	While the Department did not have an established time frame at the end of FY17, requests are now required to be processed within 30 business days.
Does the agency review disability accommodation decisions/actions to ensure compliance with its written procedures and analyze the information tracked for trends, problems, etc.?	See PART H. As described in Part H, the Department currently reviews accommodation decisions/actions informally.

Section IV: Plan to Recruit and Hire Individuals with Disabilities

Pursuant to 29 C.F.R. § 1614.203(d)(1)(i) and (ii), agencies must establish a plan to increase the recruitment and hiring of individuals with disabilities. The questions below are designed to identify outcomes of the agency's recruitment program plan for PWD and PWTD.

A. PLAN TO IDENTIFY JOB APPLICANTS WITH DISABILITIES

1. Describe the programs and resources the agency uses to identify job applicants with disabilities, including individuals with targeted disabilities.

HR/OAA works collaboratively with the Office of Recruitment, Examination, and Employment, in the Bureau of Human Resources (HR/REE) Outreach and Marketing teams, the Office of Civil Rights in the Bureau of the Secretary (S/OCR), and the Office of Civil Service Human Resource Management in the Bureau of Human Resources (HR/CSHRM). The Department's SPPC is located in HR/OAA, the Recruiter in charge of the Disability Portfolio is located in HR/REE/REC, the Department's DPM is located in S/OCR, and the Department's Veterans Employment Program Manager (VEPM) is located in HR/CSHRM.

The Recruitment/Outreach Division (HR/REE/REC) has a Washington-based Recruiter and 16 Diplomats in Residence (DIRs) based at universities across the country that engage with students with disabilities and mid-career professionals, including veterans, as part of the Department's strategic recruitment plan.

HR/REE/REC's goals for the recruitment of individuals with disabilities include:

- All Recruiters, including DIRs, will conduct outreach and increase awareness to Disability and Career Services Offices on college and university campuses;
- Collaborate with national disability organizations;
- Assist HR/OAA to increase yearly, by 10%, the number of candidates in the Department's Talent Database, which contains Schedule A, 5 CFR 213.3102(u), eligible job-seekers and is managed by HR/OAA; and
- Support the recruitment and placement of the Workforce Recruitment Program (WRP) candidates across the Department.

In addition, HR/REE's marketing team partners with HR/OAA to develop targeted recruitment strategies and maintain owned media properties to raise awareness and promote opportunities for individuals with disabilities. This includes:

- Assist in maintaining a Facebook page for the Department's SPPC;
- Maintain a LinkedIn Showcase Page for the Department's SPPC;
- Expend funds for targeted media outreach and social media advertising to individuals with disabilities and military/veterans; and

- Ensure careers.state.gov and any HR/REE-produced videos are 508-compliant. Recruitment, outreach, and placement efforts include:

- Maintain a Talent Database that includes individuals with disabilities who are eligible to be appointed under a hiring authority that takes disability into account;
- Attend career fairs where the primary audience are individuals with disabilities and/or veterans with disabilities;
- Assist with WRP recruitment efforts on a yearly basis;
- Provide DIRs with contacts from Disability Services Offices at over 350 participating colleges and universities nationwide;
- Centrally fund up to ten WRP interns yearly;
- Encourage offices to self-fund WRP interns and to use the WRP database as a source for qualified applicants with disabilities for their vacant positions;
- Encourage the use of the various Wounded Warrior Initiatives Department-wide;
- Collaborate with colleges and universities to educate students and recent graduates with disabilities regarding the employment opportunities and hiring flexibilities within the Department;
- Sponsor Disability Mentoring Day within the Department; and
- Conduct webinars on hiring authorities that take disability into account.

2. Pursuant to 29 C.F.R. § 1614.203(a)(3), describe the agency's use of hiring authorities that take disability into account (e.g., Schedule A) to recruit PWD and PWTD for positions in the permanent workforce.

The Department maintains an email inbox (SelectivePlacement@state.gov) for all inquiries regarding Selective Placement for applicants and current employees with disabilities. All inquiries are promptly answered by the SPPC and referred to other Department subject matter experts as necessary. The Department accepts applications for appointment under hiring authorities that take disability into account, consistent with the Office of Personnel Management's regulations. Individuals with disabilities who request consideration for employment utilizing hiring authorities that take disability into account are added to the Department's Talent Database for future employment opportunities. Individuals with disabilities who are in the Talent Database are able to be referred directly to hiring managers and human resource professionals requesting qualified candidates for any civil service position. The SPPC develops and provides training to agency managers and human resource professionals regarding hiring flexibilities that take disability into account and serves as the Department's expert on disability employment.

3. When individuals apply for a position under a hiring authority that takes disability into account (e.g., Schedule A), explain how the agency (1) determines if the individual is eligible for appointment under such authority and (2) forwards the individual's application to the relevant hiring officials with an explanation of how and when the individual may be appointed.

If an individual has applied for appointment to a particular position under a hiring authority that takes disability into account, the SPPC determines whether the individual is eligible for appointment under such authority by reviewing the applicant's Schedule A documentation. If the individual is eligible, the SPPC forwards the individual's application to the relevant HR Service Provider with an explanation of how and when the individual may be appointed, consistent with all applicable laws. The HR Service Provider will conduct the qualifications analysis to determine eligibility. If the candidate is minimally qualified, the HR Service Provider will forward the application

onto the hiring manager for their consideration.

4. Has the agency provided training to all hiring managers on the use of hiring authorities that take disability into account (e.g., Schedule A)? If “yes”, describe the type(s) of training and frequency. If “no”, describe the agency’s plan to provide this training.

Answer: Yes

Yes, the agency makes the online training available to all employees, including hiring managers, on the Foreign Service Institute website. Per Department policy and federal regulations, see 13 FAM 311 (Supervisory Training) and 5 C.F.R. § 412.202, all first-time and/or promoted CS supervisors (GS-12 – GS-15) and FS equivalents must complete a total of 46 hours of supervisory training within one year of appointment to include courses on the fundamentals of supervision, telework, harassment, EEO/Diversity, performance management, and reasonable accommodations.

The Department offers a course on disability and reasonable accommodation issues (entitled PA447 (Disability & Reasonable Accommodations)), through its Foreign Service Institute. The course description for PA447 is as follows: “This course provides an overview of the U.S. Department of State's Disability and Reasonable Accommodation Division (DRAD) (under OAA) and the services that DRAD offers to assist Department employees and applicants with disabilities. Employees will be presented with a broad overview of the processes and procedures for requesting DRAD's services as well as strategies for increasing the hiring and retention of persons with disabilities.”

In addition, OAA hosted a webinar on Selective Placement and hiring authorities that take disability into account (such as Schedule A). There were over 90 participants on the live webinar and it was archived on the OAA SharePoint site for future use by other hiring managers.

B. PLAN TO ESTABLISH CONTACTS WITH DISABILITY EMPLOYMENT ORGANIZATIONS

Describe the agency’s efforts to establish and maintain contacts with organizations that assist PWD, including PWTD, in securing and maintaining employment.

In addition to the efforts outlined in the attached plan, the SPPC collaborated with colleges and universities in the Washington, DC Metro area to conduct informational sessions with their students with disabilities, reached out to The Council of State Administrators of Vocational Rehabilitation to discuss an opportunity for a Memorandum of Agreement, and met with representatives from SourceAmerica to discuss opportunities for education and outreach on Schedule A to their grantees and service providers.

C. PROGRESSION TOWARDS GOALS (RECRUITMENT AND HIRING)

1. Using the goals of 12% for PWD and 2% for PWTD as the benchmarks, do triggers exist for PWD and/or PWTD among the new hires in the permanent workforce? If “yes”, please describe the triggers below.

a. New Hires for Permanent Workforce (PWD) Answer: Yes

b. New Hires for Permanent Workforce (PWTD) Answer: Yes

Due to the restricted hiring environment, S/OCR cannot conduct a full analysis of new hires for FY17. The data from Q1 did not provide enough information to determine whether there is a barrier for PWD and PWTD.

2. Using the qualified applicant pool as the benchmark, do triggers exist for PWD and/or PWTD among the new hires for any of the mission-critical occupations (MCO)? If “yes”, please describe the triggers below.

a. New Hires for MCO (PWD) Answer: Yes

b. New Hires for MCO (PWTD) Answer: Yes

Due to the restricted hiring environment, S/OCR cannot conduct a full analysis of new hires for FY17. The data from Q1 did not provide enough information to determine whether there is a barrier for PWD and PWTD.

3. Using the relevant applicant pool as the benchmark, do triggers exist for PWD and/or PWTD among the qualified *internal* applicants for any of the mission-critical occupations (MCO)? If “yes”, please describe the triggers below.

a. Qualified Applicants for MCO (PWD) Answer: Yes

b. Qualified Applicants for MCO (PWTD) Answer: Yes

Due to the restricted hiring environment, S/OCR cannot conduct a full analysis of new hires for FY17. The data from Q1 did not provide enough information to determine whether there is a barrier for PWD and PWTD.

4. Using the qualified applicant pool as the benchmark, do triggers exist for PWD and/or PWTD among employees promoted to any of the mission-critical occupations (MCO)? If “yes”, please describe the triggers below.

a. Promotions for MCO (PWD) Answer: Yes

b. Promotions for MCO (PWTD) Answer: Yes

Due to the restricted hiring environment, S/OCR cannot conduct a full analysis of new hires for FY17. The data from Q1 did not provide enough information to determine whether there is a barrier for PWD and PWTD.

Section V: Plan to Ensure Advancement Opportunities for Employees with Disabilities

Pursuant to 29 C.F.R §1614.203(d)(1)(iii), agencies are required to provide sufficient advancement opportunities for employees with disabilities. Such activities might include specialized training and mentoring programs, career development opportunities, awards programs, promotions, and similar programs that address advancement. In this section, agencies should identify, and provide data on programs designed to ensure advancement opportunities for employees with disabilities.

A. ADVANCEMENT PROGRAM PLAN

Describe the agency's plan to ensure PWD, including PWTD, have sufficient opportunities for advancement.

The Department will take specific steps to ensure that current employees with disabilities have sufficient opportunities for advancement. Through continued education of employees and hiring managers via bureau-specific briefings, a webinar series, Department Notices, and a training course at the Department's Foreign Service Institute (entitled PA447 (Disability & Reasonable Accommodations)), the Department will clearly outline Reasonable Accommodation procedures and Schedule A hiring obligations and benefits.

OAA strives to eliminate any potential barriers to inclusion and advancement of individuals with disabilities by working with S/OCR and the Executive Office (HR/EX) in the Bureau of Human Resources. HR/EX will provide the SPPC and the DPM with data that shows that employees were hired via the Schedule A hiring authority. The SPPC and DPM will use the data to track which employees are eligible to be converted to career/career-conditional status and help ensure that those who are eligible are converted promptly after they have successfully served their two-year probationary period.

B. CAREER DEVELOPMENT OPPORTUNITIES

1. Please describe the career development opportunities that the agency provides to its employees.

HR/CSHRM's Career Development and Training Division (CDTD) coordinates external leadership and professional development programs. These programs will continue to be advertised through various channels such as Department Notices, webinars, and informational sessions, which are open to all Department employees. Additionally, HR/CSHRM/CDTD works with and maintains a liaison with each of the 13 Employee Affinity Groups (EAGs), including the Disability Action Group (DAG) and Veterans@State (VETS). Personnel from the Career Development and Training Division will hold informational sessions specifically for the EAGs, including DAG, on an annual basis to encourage participation of their members.

The Department leads mentoring programs for all employees including pre-employment student programs, orientation courses, domestic programs, and post specific programs at U.S. Missions overseas.

For the past 14 years, the Department has led a robust mentoring program, which is available to all Civil Service and Foreign Service employees. The Civil Service program matches Civil and Foreign Service mentors with Civil Service mentees, features an online application, training, and structured goal setting. Foreign Service mentoring includes pre-employment student programs, orientation courses for new employees, and post specific programs at U.S. Missions overseas, among other efforts. Additional FS mentoring programs include both the FAST (first and second tour officers) Program, which provides entry-level Foreign Service employees with mentoring by a Deputy Chief of Mission or Principal Officer at U.S. Missions, and in some cases post-specific, mid-level leadership development and mentoring programs. Committed to building a state-of-the-art mentorship program and fostering a culture of leadership that supports ongoing professional development and competency building, HR is introducing a series of new initiatives for all employees under the mantle of the

iMentor program, to include the following new initiatives:

- Detailed mentoring toolkits and training resources that mentors and mentees can access worldwide.
- An internal HR database to match Civil Service and Foreign Service mentors and mentees.
- Transformation of the Foreign Service orientation formal mentor program and one-on-one matching process to a more employee-centric mentor relationship that encourages dialogues on diversity, inclusion, and networking.
- A mid-level mentor program pilot for Foreign Service generalists and specialists serving a tour in the DC metro area for the first time.
- Publicize and draw attention to HR's Mentoring Portal.

Through outreach events with partners such as S/OCR, HR will leverage the opportunity to showcase the new HR mentoring initiatives that build on our existing mentoring programs to various audiences. Audiences may include the 13 EAGs and employees with disabilities who attend events such as the Department's National Disability Employment Awareness Month (NDEAM) event.

2. Do triggers exist for PWD among the applicants and/or selectees for any of the career development programs? (The appropriate benchmarks are the relevant applicant pool for applicants and the applicant pool for selectees.) If "yes", describe the trigger(s) in the text box.

a. Applicants (PWD)

Answer: Yes

b. Selections (PWD)

Answer: Yes

This data is not due to be collected until MD-715 reporting year for FY18.

3. Do triggers exist for PWTD among the applicants and/or selectees for any of the career development programs identified? (The appropriate benchmarks are the relevant applicant pool for applicants and the applicant pool for selectees.) If "yes", describe the trigger(s) in the text box.

a. Applicants (PWTD)

Answer: Yes

b. Selections (PWTD)

Answer: Yes

This data is not due to be collected until MD-715 reporting year for FY18.

C. AWARDS

1. Using the inclusion rate as the benchmark, does your agency have a trigger involving PWD and/or PWTD for any level of the time-off awards, bonuses, or other incentives? If "yes", please describe the trigger(s) in the text box.

a. Awards, Bonuses, & Incentives (PWD) Answer: No

b. Awards, Bonuses, & Incentives (PWTD) Answer: Yes

For CS, the benchmark for time-off awards is 3.6%. PWTD have an inclusion rate of 2.5%.

For FS, the benchmark for time-off awards is 0.03%. PWTD have an inclusion rate of 0%.

2. Using the inclusion rate as the benchmark, does your agency have a trigger involving PWD and/or PWTD for quality step increases or performance-based pay increases? If "yes", please describe the trigger(s) in the text box.

a. Pay Increases (PWD) Answer: Yes

b. Pay Increases (PWTD) Answer: Yes

For CS, the benchmark for cash awards is 56.9%. PWD and PWTD have inclusion rates of 50.5% and 51.2% respectively.

For FS, the benchmark for cash awards is 22.6%. PWD have an inclusion rate of 13.0%.

3. If the agency has other types of employee recognition programs, are PWD and/or PWTD recognized disproportionately less than employees without disabilities? (The appropriate benchmark is the inclusion rate.) If "yes", describe the employee recognition program and relevant data in the text box.

a. Other Types of Recognition (PWD) Answer: N/A

b. Other Types of Recognition (PWTD) Answer: N/A

N/A

D. PROMOTIONS

1. Does your agency have a trigger involving PWD among the qualified internal applicants and/or selectees for promotions to the senior grade levels? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) For non-GS pay plans, please use the approximate senior grade levels. If "yes", describe the trigger(s) in the text box.

a. SES

i. Qualified Internal Applicants (PWD) Answer: Yes

ii. Internal Selections (PWD) Answer: Yes

b. Grade GS-15

i. Qualified Internal Applicants (PWD) Answer: Yes

ii. Internal Selections (PWD) Answer: Yes

c. Grade GS-14

i. Qualified Internal Applicants (PWD) Answer: Yes

ii. Internal Selections (PWD) Answer: Yes

d. Grade GS-13

i. Qualified Internal Applicants (PWD) Answer: Yes

ii. Internal Selections (PWD) Answer: Yes

Looking at the data for Q1 there is a clear trigger for PWD among qualified internal applicants. Due to the restricted hiring environment, S/OCR cannot conduct a full analysis of promotions for FY17. The data from Q1 did not provide enough information to determine whether there is a barrier for PWD and PWTD.

2. Does your agency have a trigger involving PWTD among the qualified *internal* applicants and/or selectees for promotions to the senior grade levels? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) For non-GS pay plans, please use the approximate senior grade levels. If "yes", describe the trigger(s) in the text box.

a. SES

- | | |
|---|-------------|
| i. Qualified Internal Applicants (PWTD) | Answer: Yes |
| ii. Internal Selections (PWTD) | Answer: Yes |

b. Grade GS-15

- | | |
|---|-------------|
| i. Qualified Internal Applicants (PWTD) | Answer: Yes |
| ii. Internal Selections (PWTD) | Answer: Yes |

c. Grade GS-14

- | | |
|---|-------------|
| i. Qualified Internal Applicants (PWTD) | Answer: Yes |
| ii. Internal Selections (PWTD) | Answer: Yes |

d. Grade GS-13

- | | |
|---|-------------|
| i. Qualified Internal Applicants (PWTD) | Answer: Yes |
| ii. Internal Selections (PWTD) | Answer: Yes |

Looking at the data for Q1 there is a clear trigger for PWTD. Due to the restricted hiring environment, S/OCR cannot conduct a full analysis of promotions for FY17. The data from Q1 did not provide enough information to determine whether there is a barrier for PWD and PWTD.

3. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWD among the new hires to the senior grade levels? For non-GS pay plans, please use the approximate senior grade levels. If "yes", describe the trigger(s) in the text box.

- | | |
|-----------------------------|-------------|
| a. New Hires to SES (PWD) | Answer: Yes |
| b. New Hires to GS-15 (PWD) | Answer: Yes |
| c. New Hires to GS-14 (PWD) | Answer: Yes |
| d. New Hires to GS-13 (PWD) | Answer: Yes |

This data is not due to be collected until MD-715 reporting year for FY18, per the EEOC guidance document issued on October 16, 2017.

4. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTD among the new hires to the senior grade levels? For non-GS pay plans, please use the approximate senior grade levels. If "yes", describe the trigger(s) in the text box.

- | | |
|------------------------------|-------------|
| a. New Hires to SES (PWTD) | Answer: Yes |
| b. New Hires to GS-15 (PWTD) | Answer: Yes |
| c. New Hires to GS-14 (PWTD) | Answer: Yes |
| d. New Hires to GS-13 (PWTD) | Answer: Yes |

This data is not due to be collected until MD-715 reporting year for FY18, per the EEOC guidance document issued on October 16, 2017.

5. Does your agency have a trigger involving PWD among the qualified *internal* applicants and/or selectees for promotions to supervisory positions? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) If "yes", describe the trigger(s) in the text box.

a. Executives

- | | |
|--|-------------|
| i. Qualified Internal Applicants (PWD) | Answer: Yes |
| ii. Internal Selections (PWD) | Answer: Yes |

b. Managers

- | | |
|--|-------------|
| i. Qualified Internal Applicants (PWD) | Answer: Yes |
| ii. Internal Selections (PWD) | Answer: Yes |

c. Supervisors

- | | |
|--|-------------|
| i. Qualified Internal Applicants (PWD) | Answer: Yes |
| ii. Internal Selections (PWD) | Answer: Yes |

This data is not due to be collected until MD-715 reporting year for FY18, per the EEOC guidance document issued on October 16, 2017.

6. Does your agency have a trigger involving PWTD among the qualified *internal* applicants and/or selectees for promotions to supervisory positions? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) If "yes", describe the trigger(s) in the text box.

a. Executives

i. Qualified Internal Applicants (PWTD) Answer: Yes

ii. Internal Selections (PWTD) Answer: Yes

b. Managers

i. Qualified Internal Applicants (PWTD) Answer: Yes

ii. Internal Selections (PWTD) Answer: Yes

c. Supervisors

i. Qualified Internal Applicants (PWTD) Answer: Yes

ii. Internal Selections (PWTD) Answer: Yes

This data is not due to be collected until MD-715 reporting year for FY18, per the EEOC guidance document issued on October 16, 2017.

7. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWD among the selectees for new hires to supervisory positions? If "yes", describe the trigger(s) in the text box.

a. New Hires for Executives (PWD) Answer: Yes

b. New Hires for Managers (PWD) Answer: Yes

c. New Hires for Supervisors (PWD) Answer: Yes

This data is not due to be collected until MD-715 reporting year for FY18, per the EEOC guidance document issued on October 16, 2017.

8. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTD among the selectees for new hires to supervisory positions? If "yes", describe the trigger(s) in the text box.

a. New Hires for Executives (PWTD) Answer: Yes

b. New Hires for Managers (PWTD) Answer: Yes

c. New Hires for Supervisors (PWTD) Answer: Yes

This data is not due to be collected until MD-715 reporting year for FY18, per the EEOC guidance document issued on October 16, 2017.

Section VI: Plan to Improve Retention of Persons with Disabilities

To be a model employer for persons with disabilities, agencies must have policies and programs in place to retain employees with disabilities. In this section, agencies should: (1) analyze workforce separation data to identify barriers retaining employees with disabilities; (2) describe efforts to ensure accessibility of technology and facilities; and (3) provide information on the reasonable accommodation program and workplace personal assistance services.

A. VOLUNTARY AND INVOLUNTARY SEPARATIONS

1. In this reporting period, did the agency convert all eligible Schedule A employees with a disability into the competitive service after two years of satisfactory service (5 C.F.R. § 213.3102(u)(6)(i))? If "no", please explain why the agency did not convert all eligible Schedule A employees.

Answer: No

No. In FY17, 33 Schedule A employees became eligible for conversion into the competitive service, and 19 of those employees were converted. In FY18, S/OCR will contact supervisors of those individuals who were not converted to inquire about the reason as well as expand this initiative to all employees who were hired via Schedule A(u) but have yet to convert.

2. Using the inclusion rate as the benchmark, did the percentage of PWD among voluntary and involuntary separations exceed that of persons without disabilities? If "yes", describe the trigger below.

a. Voluntary Separations (PWD)

Answer: No

b. Involuntary Separations (PWD)

Answer: No

N/A

3. Using the inclusion rate as the benchmark, did the percentage of PWTD among voluntary and involuntary separations exceed that of persons without targeted disabilities? If "yes", describe the trigger below.

a. Voluntary Separations (PWTD)

Answer: Yes

b. Involuntary Separations (PWTD)

Answer: No

N/A

4. If a trigger exists involving the separation rate of PWD and/or PWTD, please explain why they left the agency using exit interview results and other data sources.

Unfortunately, the Department does not have sufficient exit interview results due to the low participation rate in the exit interview process, nor are there any other data sources, which would provide this information.

B. ACCESSIBILITY OF TECHNOLOGY AND FACILITIES

Pursuant to 29 C.F.R. § 1614.203(d)(4), federal agencies are required to inform job applicants and employees of their rights under Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. § 794(b)), concerning the accessibility of agency technology, and the Architectural Barriers Act of 1968 (42 U.S.C. § 4151 – 4157), concerning the accessibility of agency facilities. In addition, agencies are required to inform individuals where to file complaints if other agencies are responsible for a violation.

1. Please provide the internet address on the agency's public website for its notice explaining employees' and applicants' rights under Section 508 of the Rehabilitation Act, including a description of how to file a complaint.

The Department's "Section 508 Accessibility Statement," which includes a description of how to file a complaint, is located on the Department's public website at: <https://www.state.gov/misc/207091.htm>.

2. Please provide the internet address on the agency's public website for its notice explaining employees' and applicants' rights under the Architectural Barriers Act, including a description of how to file a complaint.

That is not posted but it will be posted as part of the 501 Implementation Plan that will be phased in over the course of FY18.

3. Describe any programs, policies, or practices that the agency has undertaken, or plans on undertaking over the next fiscal year, designed to improve accessibility of agency facilities and/or technology.

See the Accessibility of Facilities and Technology attachment from the Department's 501 Plan; maturing the Section 508 Program Maturity per OMB Reporting (Section 508 Dashboard).

C. REASONABLE ACCOMMODATION PROGRAM

Pursuant to 29 C.F.R. § 1614.203(d)(3), agencies must adopt, post on their public website, and make available to all job applicants and employees, reasonable accommodation procedures.

1. Please provide the average time frame for processing initial requests for reasonable accommodations during the reporting period. (Please do not include previously approved requests with repetitive accommodations, such as interpreting services.)

As of the end of FY17, the Department did not have a mechanism in place to track the average timeframe for processing requests for RA. However, the Department will be able to provide that information for FY18.

2. Describe the effectiveness of the policies, procedures, or practices to implement the agency's reasonable accommodation program. Some examples of an effective program include timely processing requests, timely providing approved accommodations, conducting training for managers and supervisors, and monitoring accommodation requests for trends.

The Office of Accessibility & Accommodations' Disability and Reasonable Accommodation Division (OAA/DRAD) addresses the Department's worldwide presence by dividing the analysts among bureaus and offices to improve efficiency of processing RA requests.
The Department's Video Captioning Program was selected as an innovative practice

by the Zero Project, an international committee which disseminates and promotes replicable and innovative solutions to remove barriers for individuals with disabilities around the world by raising public awareness and stimulating reform. In Fiscal Year 2017, the program provided captioning services for 5,389 requests in 37 different languages to Department facilities around the world. The program also captioned and distributed 434 live events both domestically and internationally.

In FY17, OAA hosted five webinars with 285 unique log-ins to highlight services and programs to support employment of individuals with disabilities. Each webinar allows for an interactive question-and-answer session via chat with subject matter experts. All webinars are accessible from employees' desktops and are recorded, captioned, and posted on the Disability Dashboard and HR's Webinar information page. In addition, 169 managers and supervisors completed the Reasonable Accommodations course and many others participated in myriad EEO training courses that include a section on reasonable accommodation rights and responsibilities.

D. PERSONAL ASSISTANCE SERVICES ALLOWING EMPLOYEES TO PARTICIPATE IN THE WORKPLACE

Pursuant to 29 C.F.R. § 1614.203(d)(5), federal agencies, as an aspect of affirmative action, are required to provide personal assistance services (PAS) to employees who need them because of a targeted disability, unless doing so would impose an undue hardship on the agency.

Describe the effectiveness of the policies, procedures, or practices to implement the PAS requirement. Some examples of an effective program include timely processing requests, timely providing approved services, conducting training for managers and supervisors, and monitoring PAS requests for trends.

The requirement to provide PAS was effective, January 3, 2018; therefore the Department does not have any results to report from the policies, procedures, and practices that have been put in place for FY18. The Department will track the requests for PAS in a similar way as we track requests for RA. As of February 2018, the Department has only received one request for a PAS from an employee. See attached for the PAS Policy.

Section VII: EEO Complaint and Findings Data

A. EEO COMPLAINT DATA INVOLVING HARASSMENT

1. During the last fiscal year, did a higher percentage of PWD file a formal EEO complaint alleging harassment, as compared to the government-wide average?

Answer: Yes

2. During the last fiscal year, did any complaints alleging harassment based on disability status result in a finding of discrimination or a settlement agreement?

Answer: Yes

3. If the agency had one or more findings of discrimination alleging harassment based on disability status during the last fiscal year, please describe the corrective measures taken by the agency.

In FY17, the Department had zero (0) disability harassment complaints that resulted in a finding of discrimination.

B. EEO COMPLAINT DATA INVOLVING REASONABLE ACCOMMODATION

1. During the last fiscal year, did a higher percentage of PWD file a formal EEO complaint alleging failure to provide a reasonable accommodation, as compared to the government-wide average?

Answer: No

2. During the last fiscal year, did any complaints alleging failure to provide reasonable accommodation result in a finding of discrimination or a settlement agreement?

Answer: Yes

3. If the agency had one or more findings of discrimination involving the failure to provide a reasonable accommodation during the last fiscal year, please describe the corrective measures taken by the agency.

In FY17, the Department had zero (0) denial of reasonable accommodation claims that resulted in a finding of discrimination.

Section VIII: Identification and Removal of Barriers

Element D of MD-715 requires agencies to conduct a barrier analysis when a trigger suggests that a policy, procedure, or practice may be impeding the employment opportunities of a protected EEO group.

1. Has the agency identified any barriers (policies, procedures, and/or practices) that affect employment opportunities for PWD and/or PWTD?

Answer: Yes

2. Has the agency established a plan to correct the barrier(s) involving PWD and/or PWTD?

Answer: Yes

3. Identify each trigger and plan to remove the barrier(s), including the identified barrier(s), objective(s), responsible official(s), planned activities, and, where applicable, accomplishments.

Trigger 1	Lack of a system to track reasonable accommodation requests	
Barrier(s)		
Objective(s)	A formal tracking system in place by May 2018	
Responsible Official(s)	Performance Standards Address the Plan? (Yes or No)	
Stephen M. King	Yes	
Barrier Analysis Process Completed? (Yes or No)	Barrier(s) Identified? (Yes or No)	
Yes	Yes	

Sources of Data		Sources Reviewed? (Yes or No)	Identify Information Collected		
Workforce Data Tables		No			
Complaint Data (Trends)		No			
Grievance Data (Trends)		No			
Findings from Decisions (e.g., EEO, Grievance, MSPB, Anti-Harassment Processes)		No			
Climate Assessment Survey (e.g., FEVS)		No			
Exit Interview Data		No			
Focus Groups		No			
Interviews		No			
Reports (e.g., Congress, EEOC, MSPB, GAO, OPM)		No			
Other (Please Describe)		Yes	Self evident		
Target Date (mm/dd/yyyy)	Planned Activities	Sufficient Staffing & Funding (Yes or No)	Modified Date (mm/dd/yyyy)	Completion Date (mm/dd/yyyy)	
06/30/2018	A formal tracking system for reasonable accommodation requests.	No			
Fiscal Year	Accomplishments				

4. Please explain the factor(s) that prevented the agency from timely completing any of the planned activities.

In collaboration with the Bureau of Human Resources' Executive Office (HR/EX), OAA had developed and was on target to launch a web-based system to track every RA request from submission to implementation. The system was not online by the initial target date of the start of FY 2018 due to concerns of accessibility (Section 508 compliance). OAA and HR/EX expect to have the system in place by the fourth quarter of FY 2018, but in the interim, DRAD created a SharePoint site that supports the tracking of RA requests.

5. For the planned activities that were completed, please describe the actual impact of those activities toward eliminating the barrier(s).

N/A

6. If the planned activities did not correct the trigger(s) and/or barrier(s), please describe how the agency intends to improve the plan for the next fiscal year.

S/OCR will follow up with OAA periodically throughout the year to assess and report

on meaningful progress in the FY18 MD-715 report.